



183256

COPY

Posted: lodDept: SADate: 12/14/06Time: 1:30

December 4, 2006

RECEIVED

DEC 06 2006

PSC SC
DOCKETING DEPT.

Mr. Charles Terreni
Chief Clerk and Administrator
Public Service Commission
101 Executive Center Drive
P O Drawer 11649
Columbia, SC 29211

2005-130-C

RE: Information Filing Organizational Announcement

Dear Mr. Terreni:

This letter is to inform you of some upcoming organizational and operational changes within TDS Telecom. As is the goal of any business, and especially in an ever-changing environment such as the telecommunications industry, we are continually searching for ways to increase effectiveness, improve productivity, increase customer satisfaction and loyalty, and develop the best possible employees to serve our customers.

TDS Telecom is planning to implement certain changes that will organize our work force into functional teams, implementing nation wide call routing, and modifying our retail and local business office model. This reorganization will result in the closing of local business offices across the TDS Telecom system including those located in McClellanville, North, St. Stephen and Williston, SC. Local technicians will continue to be locally deployed to resolve customer service issues. We believe the new organization will enhance the customer's experience, when contacting the company's customer sales and service representatives (CSSRs). Currently, the CSSRs are generalists and expected to handle all service applications, and maintain a certain level of expertise regarding new products, sales campaigns, promotions and changing business office procedures. With the establishment of call centers, contact center teams will be created to focus on specialized functions, such as sales, service, repair and collections. This will transition our service representatives from generalists to specialists, allowing for customer needs to be handled by a dedicated advisor best skilled in that area.

It is the intent of the company to establish a local agent to accept payments at McClellanville, North, St. Stephen and Williston locations to complement the existing 4 payment options: (1) e-pay via the internet, (2) pay over the phone, (3) Save -A-Check or automatic withdrawal, (4) mail in payments.

The business office closings will be communicated to our customers through bill inserts in December 06, bill messages in January 07, office signage, and customer handouts. A copy of the bill insert, customer handout, office poster and a copy of the press release have been provided as an attachment to this correspondence.

9737 COGDILL ROAD
P. O. BOX 22995
KNOXVILLE, TN 37932-3374
OFFICE: 865 966 4700

Mr. Charles Terreni
December 4, 2006
Page 2

Implementing carefully planned changes to our organizational structure and our business office model is essential to maintaining our effectiveness and allowing us to provide top notch service to our customers. We appreciate your support for our organizational initiatives and your understanding of the necessity for these improvements to our operating model.

Please let me know if you have any questions. I am available to respond and to meet with the staff in person to address any concerns you may have. I can be contacted at 865-671-4749, or jim.meade@tdstelecom.com.

Sincerely,

A handwritten signature in cursive script that reads "Jim C Meade".

Jim Meade
Manager, State Government Affairs

Enclosures

cc: John E. Howard, District 1
David A. Wright, District 2
Randy Mitchell, District 3
Elizabeth B. Fleming, District 4
G. O'Neal Hamilton, District 5
Mignon L. Clyburn, District 6
C. Robert Moseley, At-Large Vice Chairman
Katie C. Morgan, Director, ORS

IMPORTANT NOTICE:

The TDS Office will be Closing to Walk-In Customers

Beginning Jan. 29th, 2007, the TDS Telecom business office will be closed to walk-in customers. As always, we're available 24-hours a day, 7 days a week to serve you via phone or the Web. Simply call, toll-free, **1-888-CALL-TDS** or visit **www.tdstelecom.com**.

See other side for details...

If you use our office to pay your bill, you have several convenient options:

- Sign up for TDS ePay, our free online bill payment service, at www.TDS-ePay.com.
- Use our new Self-Service phone option to pay with a credit card, debit card or checking account by calling **1-888-CALL-TDS**.
- Mail your payment in the envelope provided with your bill.

The TDS Technical Response Team will continue to be available locally to provide high-quality installations and repairs for your home or office. We appreciate your business and look forward to serving your communications needs for many years to come.



Important Notice

Beginning Jan. 29th, 2007, this
TDS Telecom business office will be
closed to walk-in customers.

Therefore, you will need to choose one of the following
convenient payment options:

- Sign up for TDS ePay, our free online bill payment service, at www.TDS-ePay.com,
- Use our new Self-Service phone option to pay with a credit card, debit card or checking account by calling 1-888-CALL-TDS.
- Mail your payment in the envelope provided with your bill.

As always, we're available 24-hours a day, 7 days a week to serve you via phone or the Web. Simply call 1-888-CALL-TDS or visit www.tdstelecom.com.



Important Office Information

**TDS will close this office to
walk-in customers beginning
Jan. 29th, 2007.**

As always, we're available 24-hours a day, 7 days a week to serve you via phone or the Web. Simply call 1-888-CALL-TDS or visit www.tdstelecom.com.

If you use our office to pay your bill, you have several convenient options:

- Sign up for TDS ePay, our free online bill payment service, at www.TDS-ePay.com.
- Use our new Self-Service phone option to pay with a credit card, debit card or checking account by calling 1-888-CALL-TDS.
- Mail your payment in the envelope provided with your bill.

The TDS Technical Response Team will continue to be available locally to provide high-quality installations and repairs for your home or office. We appreciate your business and look forward to serving your communications needs for many years to come.



1-888-CALL-TDS www.tdstelecom.com

For Release -- Dec 5, 2006
For more information contact:

DeAnne Boegli
Manager-Public Relations
deanne.boegli@tdstelecom.com
608-664-4428

TDS Telecom's Local Business Office Closing to Walk-in Traffic

Customers visiting office less and calling more.

Beginning Jan. 29, 2007, TDS Telecom's St. Stephen, S.C., business office, located at 3897 Byrnes Drive, will close to walk-in customer traffic. Customers who use the local office will need to make new arrangements and are encouraged to visit the local office now to discuss their payment options with a Customer Service Advisor.

Over the past year, TDS has been analyzing its operational structure to adjust to the changing needs of its customers and to look for more cost effective service solutions.

"Customers are visiting our offices less and calling us more during times that are convenient for them, such as after 6 p.m. or on Saturdays," states John Sango, vice president of customer operations for TDS. "It has been our goal to bring technology to rural communities and we continue with that focus."

Customers will be mailed more detailed information in their next monthly statement, so all area residents are advised to read these notices carefully. TDS Advisors can be reached 24/7 to assist customers by calling toll free 1-888-CALL-TDS.

Technical Response Team members will remain in the community for all installation and repair needs. Due to the office closing, Customer Service Advisors were told that their jobs were being eliminated. However, TDS has given these employees two months notice to prepare and a severance package linked with their time of employment. TDS will also provide assistance on resumes and interviewing skills.

"TDS employees are highly trained and technically savvy. Our hope is that given enough notice they will quickly find a new position with another company. We will do all we can to assist them," adds Sango.

Recently, TDS also announced the new TDS Self Service feature to allow customers to get detailed account information and make payments at no extra charge with a debit card, credit card or checking account by calling the main number at 1-888-CALL TDS. Customers can also sign up for TDS ePay at www.TDS-ePay.com to make payments online.

TDS Telecom, a growing national company headquartered in Madison, Wis., brings high-quality, locally based telecommunications services to hundreds of rural and suburban communities across the United States. The company, along with its subsidiary TDS Metrocom, provides service for more than 1.2 million access line equivalents. Visit www.tdstelecom.com for more information.